



Annual Report and Plan for Community Benefit

Orange Coast Memorial Medical Center

Fiscal Year 2016 (July 1, 2015 - June 30, 2016)

**Submitted to:
Office of Statewide Health Planning & Development
Healthcare Information Division
Accounting and Reporting Systems Section
Sacramento, California**

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About the Organization

Mission

To improve the health and well-being of individuals, families and our communities through innovation and the pursuit of excellence.

Vision

Exceptional People. Extraordinary Care. Every Time.

Values

The iABCs of MemorialCare

With a focus on solid fundamentals – Integrity, Accountability, Best Practices, Compassion and Synergy, MemorialCare Health System is delivering the highest standard of patient care and exceptional clinical outcomes. What sets us apart is our ability to leverage the strengths of our health system, including operational efficiencies, the application of new technologies and the exchange of ideas, expertise and best practices.

MemorialCare Health System

MemorialCare Health System is a nonprofit integrated delivery system that includes five hospitals – Long Beach Memorial, Miller Children's & Women's Hospital Long Beach, Community Hospital Long Beach, Orange Coast Memorial, and Saddleback Memorial; medical groups – MemorialCare Medical Group and Greater Newport Physicians; a health plan – Seaside Health Plan; and numerous outpatient health centers, imaging centers and surgery centers throughout the Southland (Orange County and Los Angeles County). For more information on our work and accomplishments please visit <http://www.memorialcare.org/about/reports>.

Orange Coast Memorial

Orange Coast Memorial became a member of the MemorialCare Health System in January 1996. In May 1997, the hospital was granted nonprofit status retroactive to December 26, 1995, the date of incorporation. Formerly, Orange Coast Memorial was known as FHP Hospital and operated as a for-profit facility.

Orange Coast Memorial is the only nonprofit hospital in Fountain Valley. The hospital is home to the MemorialCare Cancer Institute, MemorialCare Breast Center, MemorialCare Imaging Center, MemorialCare Heart & Vascular Institute, MemorialCare Center for Obesity, MemorialCare Center for Childbirth and NICU, Digestive Care Center, the Parkinson's and Movement Disorders Institute, Center for Spine Health and the Miller Children's Specialty Center.

Orange Coast Memorial fulfills its community's health care needs with innovation and a commitment to excellence. We strive to provide compassionate care and personalized service to

our community. We have been selected as one of the Orange County Register's 2015 "Best of Orange County" hospitals, and have received a Top Workplace award from the Orange County Register for five consecutive years.

Governance

Orange Coast Memorial's Board of Directors guided the direction of community benefit, with assistance from the Community Benefit Oversight Committee (CBOC).

Voting Board Members:

Tim Helgeson, Chairman, businessman

Larry Lambert, Vice-Chair, businessman

Julio Ibara, M.D., Secretary, physician

Barry Arbuckle, Ph.D., President and CEO, MemorialCare Health System

John Stroh, businessman

Richard McAuley, businessman

Kathy Ryder, businesswoman

Resa Evans, businesswoman

Invited Guests (non-voting):

Marcia Manker, CEO, Orange Coast Memorial

Robert Greenfield, M.D., Chief of Staff, Orange Coast Memorial

Frank Marino, M.D., Medical Director, Orange Coast Memorial

Dale Vital, R.N., Vice President and Chief Nursing Officer, Orange Coast Memorial

Steve McNamara, Chief Financial Officer, Orange Coast Memorial

Emily Randle, Chief Operating Officer, Orange Coast Memorial

Paul Stimson, Director, Orange Coast Memorial Foundation

Tammie Brailsford, R.N., Chief Operating Officer, MemorialCare Health System

Rick Graniere, Chief Financial Officer, MemorialCare Health System

Karen Testman, Vice President of Financial Operations, MemorialCare Health System

The Community Benefit Oversight Committee (CBOC) is an advisory committee for the hospital's community benefit programs and reports to the Orange Coast Memorial Board of Directors. The CBOC reviews and validates legal and regulatory compliance specific to community benefit mandates; assures community benefit programs and services are effectively meeting identified community health needs, with emphasis on populations with unmet health needs; and increases transparency and awareness of community benefit activities. The members of the CBOC include:

Voting CBOC Members:

Gary Vatcher, Chairman, community member

Frank Marino, M.D., Vice-Chair, primary care physician, MemorialCare Medical Group

Marcia Manker, CEO, Orange Coast Memorial
Stanley Arnold, M.D., private practice physician
Norma Brandel-Gibbs, community member
Marc Ecker, Ph.D., community member
Tanya Hoxsie, community member, CEO of Boys & Girls Club of Huntington Valley
David Truong, community member
Robin Philips, RN, MSN, Nurse Navigator, Orange Coast Memorial
Debra Culver, Executive Director, Public Relations, Orange Coast Memorial

Invited Guests (non-voting):

Erin Hotra-Shinn, Vice President, Strategy and Business Development, Orange Coast Memorial
Beth Hambelton, Community Benefit Coordinator, Orange Coast Memorial

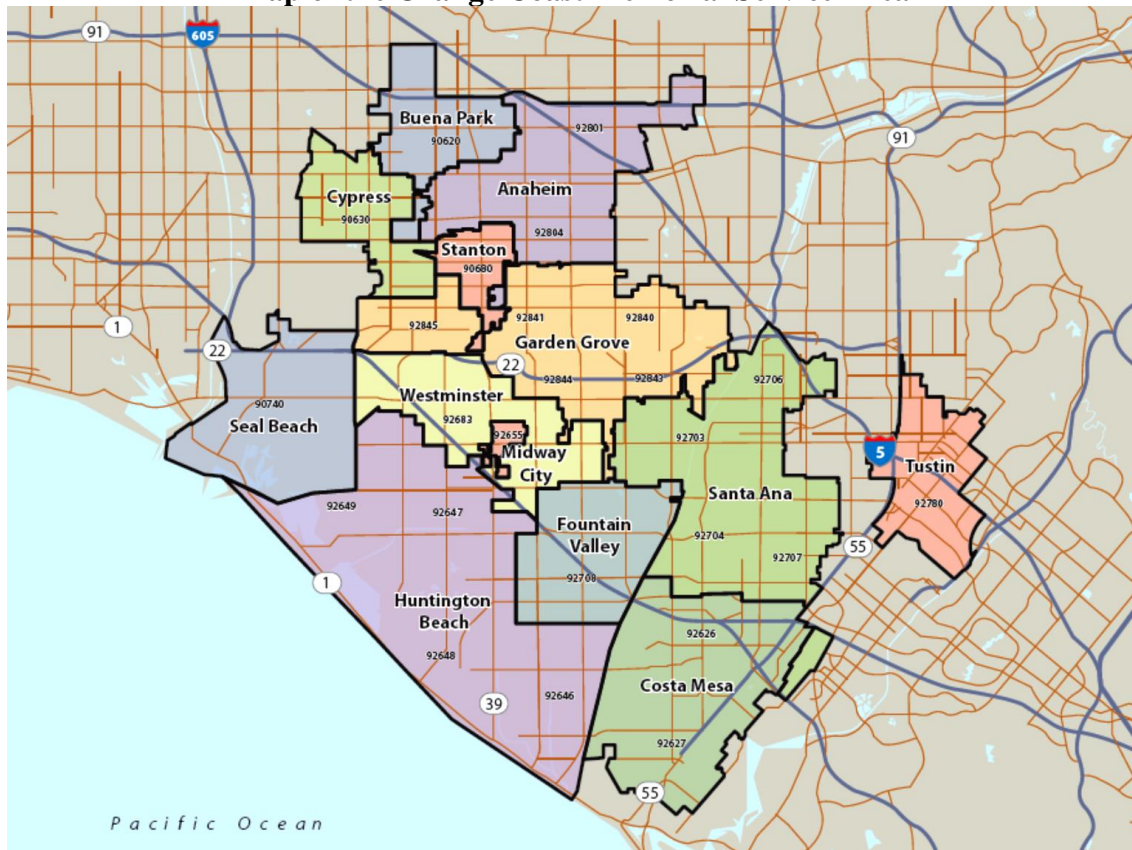
Our Community

Orange Coast Memorial is located at 18111 Brookhurst Street, Fountain Valley, in Orange County, California. The Orange Coast Memorial service area is presented below by community and zip code.

Orange Coast Memorial Service Area

City	Zip Code
Buena Park	90620
Cypress	90630
Stanton	90680
Seal Beach	90740
Costa Mesa	92626, 92627
Huntington Beach	92646, 92647, 92648, 92649
Midway City	92655
Westminster	92683
Santa Ana	92703, 92704, 92706, 92707
Fountain Valley	92708
Tustin	92780
Anaheim	92801, 92804
Garden Grove	92840, 92841, 92843, 92844, 92845

Map of the Orange Coast Memorial Service Area



Within the hospital service area there are a number of communities with disproportionate unmet health needs. Two population groups have been identified as vulnerable populations:

Vietnamese families and senior adults. A vast majority of the entire Orange County Vietnamese community resides in the hospital's service area. The Asian population represents 21.9% of those served by the hospital. Senior adults, ages 65 and older, represent 12.7% of the population in the hospital's service area.

Community Health Needs Assessment

Orange Coast Memorial completed a Community Health Needs Assessment (CHNA) in 2016 as required by state and federal law. The Community Health Needs Assessment is a primary tool used by Orange Coast Memorial to determine its community benefit plan, which outlines how it will give back to the community in the form of health care and other community services to address unmet community health needs. The assessment incorporated components of primary data collection and secondary data analysis that focus on the health and social needs of the service area.

The CHNA examined up-to-date data sources for the service area to present community demographics, social and economic factors, health access, birth characteristics, leading causes of death, chronic disease, mental health, health behaviors and preventive practices. When applicable, these data sets were presented in the context of California and compared to the Healthy People 2020 objectives.

Targeted interviews and focus groups were used to gather information and opinions from persons who represent the broad interests of the community served by the hospital. Thirteen (13) interviews were completed during February and March, 2016. Interviewees included individuals who are leaders and representatives of medically underserved, low-income, and minority populations, or local health or other departments or agencies that have "current data or other information relevant to the health needs of the community served by the hospital facility." Three focus groups were conducted in April 2016 that engaged 29 persons. The focus group meetings were hosted by trusted community organizations. An agency contact was available to answer any questions at each focus group.

Priority Health Needs

Health needs were identified from secondary data using the size of the problem (relative portion of population afflicted by the problem) and the seriousness of the problem (impact at individual, family, and community levels). The analysis of secondary data yielded a preliminary list of significant health needs, which then informed primary data collection. The primary data collection process was designed to validate secondary data findings, identify additional community issues, solicit information on disparities among subpopulations, ascertain community assets to address needs and discover gaps in resources.

The identified significant health needs were prioritized with input from the community. The survey respondents, focus group attendees and interviewees were asked to rank the order of the health needs according to highest level of importance in the community. The total score for each significant health need (possible score of 4) was divided by the total number of responses for which data were provided, resulting in an overall average for each health need. Substance abuse, access to care and heart disease were ranked as the top three priority needs in the service area. The calculations of the community input resulted in the following priority ordering of the significant health needs:

1. Substance abuse
2. Access to care
3. Heart disease
4. Mental health
5. Overweight and obesity
6. Cancer
7. Dental care

The complete Community Health Needs Assessment report and the prioritized health needs can be accessed at www.memorialcare.org/content/community-benefit.

Community Benefit Services Summary FY2016

Community benefit services promote health and healing and are focused on addressing the identified unmet health needs of the community. For a program or service to be considered a community benefit it must: improve access to health care; or enhance the health of the community; or advance medical or health care knowledge; or reduce the burden of government or other nonprofit community efforts.

In FY2016, Orange Coast Memorial provided community benefit activities and programs within its service area. A summary of these activities follows:

Community Health Improvement Services

Community Health Education

The community was served by the provision of a variety of health education classes and events made available to the public at no cost. Health education targeted the general community, pregnant and lactating mothers, seniors, and the Vietnamese community.

- General health and wellness education reached individuals on topics that included: cardiovascular health, cancer, diabetes, nutrition, allergies, women's health and more.
- Childbirth, baby care and lactation support classes were provided, free of charge, to low-income mothers from the community.
- Seniors attended health and wellness education classes with topics that included: cancer, diabetes prevention and management, eye health, cardiovascular disease, joint health, lymphedema, arthritis, medication management, headaches and migraines, memory wellness, nutrition, physical activity, hernia prevention, breathing techniques, hypertension, digestive disorders, allergies, advance directives, Parkinson's Disease, and more.
- Fall prevention and balance improvement classes
- Smoking cessation education
- Vietnamese health and wellness education was provided on topics that included: cardiovascular disease, cancer, hepatitis, stroke, psoriasis, kidney stones, kidney failure, diabetes, hemorrhoids, sleep apnea, heart failure, shingles and more.
- Support for educational outreach to children and their families was provided in the areas of nutrition, healthy food choices and physical activity.

Health Fairs, Screenings, Flu Clinics and Exams

- Health and wellness fairs for seniors
- Flu shot clinics for adults, seniors and the Vietnamese community
- Vietnamese-specific health and wellness fairs. At these events screenings were offered for Hepatitis B and Hepatitis C, colorectal cancer and skin cancer.
- The hospital supported screenings for osteoporosis, colorectal cancer, blood pressure, breast health, body fat, glucose and skin cancer at community-wide screenings.

Health Promotion Activities

- Orange Coast Memorial offered a targeted health outreach program on local radio and cable TV to the Vietnamese community. Information on a variety of topics, including preventive practices, was presented weekly on local access channels. Radio listeners called-in with questions. It is estimated that over 2.5 million people listened to and watched these presentations.
- Senior Plus newsletter was mailed to senior residents to notify them of free health classes, events, and important information for seniors. This information was also posted at memorialcare.org.
- CareConnection newsletter was mailed to residents to notify the community of free classes, screenings, and support groups held at Orange Coast Memorial and in the community. The information was also posted at memorialcare.org.

Health Care Support Services

- Cancer support groups and survivor events provided support assistance to individuals in the community.
- The cancer resource center provided counseling open to the public, free of charge.
- Social Workers provided counseling to individuals in the community who needed information and referrals to services.
- Infusion, housing and home health support services to increase access to support services needed by vulnerable populations.
- Parkinson's and movement disorder support groups and exercise classes.
- Psycho-social and nutritional support groups for health and weight management.

Enrollment Assistance and Referral Services

- Patient Financial Services helped individuals enroll in Medi-Cal, regardless of where they received care.
- Information on Medicare enrollment was provided through education sessions.
- Vietnamese Community Outreach Coordinator
 - Coordinated free community education and outreach, free health screenings.
 - Assisted with securing medical transportation for the Vietnamese community.
- Senior Advocate
 - Collaborated with local agencies and organizations to assist older adults in securing needed services.
 - Coordinated free medical transportation program for seniors.
 - Coordinated free health screenings, flu clinics, health education and disease prevention classes for seniors.
 - Coordinated socialization and enrichment events for seniors.
 - Directly assisted seniors and their families, upon request.

Access to Care

- OCM provided free non-emergency, non-urgent medical transportation for seniors.
- OCM provided financial support for the City of Fountain Valley's senior transportation program.
- Taxi vouchers and bus passes were provided to those who needed help with transportation to enhance patient access to care.

Health Professions Education

Orange Coast Memorial recognized the need many years ago to help build a strong health care workforce. We continued that commitment in FY2016.

Continuing Medical Education

CME lectures were offered throughout the year for educational purposes and were available to all physicians and health care professionals in the community. Over 1,100 professionals attended the lectures. Oncology Grand Rounds presented cancer cases and offered analysis and discussions of treatment options. Over 360 health professionals attended the Grand Rounds educational sessions.

Nursing Education

Orange Coast Memorial's registered nurses provided precepting for 41 nursing students during the 2015/2016 academic year. The hospital also precepted an operating room RN First Assistant student. Nursing students attended: University of California Irvine, University of Arkansas, California State University Long Beach, West Coast University, Vanguard University, Concordia University, Western Governors University, Golden West College and Saddleback College.

Other Health Professions

Orange Coast Memorial's health professions staff trained and directly supervised radiology x-ray students, radiology students in ultrasound technology, kinesiology students, physical therapy students, cardiopulmonary students and speech therapy students.

Cash and In-Kind Donations

Contributions to non-profit community organizations were made to (partial listing):

- Boys & Girls Club of Huntington Valley – financial and in-kind contributions to support physical activity, healthy food choices and enrichment opportunities for at-risk children.
- Brethren School – financial contribution.
- City of Fountain Valley – donations for the Fountain Valley Senior Center to maintain exercise equipment, provide enrichment activities and nutritional support for seniors.
- City of Fountain Valley – provided donation to purchase Automated External

Defibrillators (AED) for police patrol vehicles.

- City of Huntington Beach – donations to support activities for seniors and to support the Senior Center in Central Park.
- Cox School – financial contribution to support physical activity.
- Edison High School Huntington Beach – donations for safety equipment.
- Fight with Grace (breast cancer) – financial contribution.
- Fountain Valley Community Foundation – donations for senior activities and to provide for basic needs for local low-income families.
- Fountain Valley High School – financial contribution to support physical activity.
- Fountain Valley Pony Baseball – donation for youth physical activity.
- Fountain Valley Schools Foundation – financial contribution.
- Homeless support – in-kind support for homeless to include footwear, clothing and hygiene kits.
- Huntington Beach Council on Aging – financial and in-kind contributions to support senior nutrition, enrichment activities, and senior community festival.
- Huntington Beach Firefighters Foundation – financial contribution.
- Oka Elementary School – financial contributions to support physical activity.
- SeniorServ – financial contributions to support senior nutrition programs.
- Pacific Islander Health Partnership – In-kind donation to support seniors.
- Palm Island Fountain Valley – donations to provide meals and education classes at no cost to seniors.
- Rotary Club of Fountain Valley – financial contribution to support education.
- Surf City Rotary Club – financial contributions to support programs for at-risk youth in the Oak View neighborhood.
- Tet Festival – financial contribution for Vietnamese outreach.
- Thomas House Homeless Shelter – donation to support at-risk families.
- UCI Foundation – financial contribution to support research.

Community Building Activities

Coalition Building and Advocacy

Hospital representatives serve on a number of local, regional and state level organizations and committees that address health improvement. MemorialCare engages in local, state and national advocacy efforts that support access to health care.

The Hospital supported the following organizations (partial listing):

- Service on the Huntington Beach Council on Aging Board of Directors
- Fundraising support for the Susan G. Komen Race for the Cure
- Service on the Fountain Valley Chamber of Commerce Board of Directors
- Service on the Fountain Valley Chamber of Commerce Government Affairs Committee

- Service on the Huntington Beach Chamber of Commerce Board of Directors
- Service on the Huntington Beach Chamber of Commerce Legislative Action Committee
- City of Fountain Valley - senior services
- City of Costa Mesa - senior services
- City of Huntington Beach - senior services

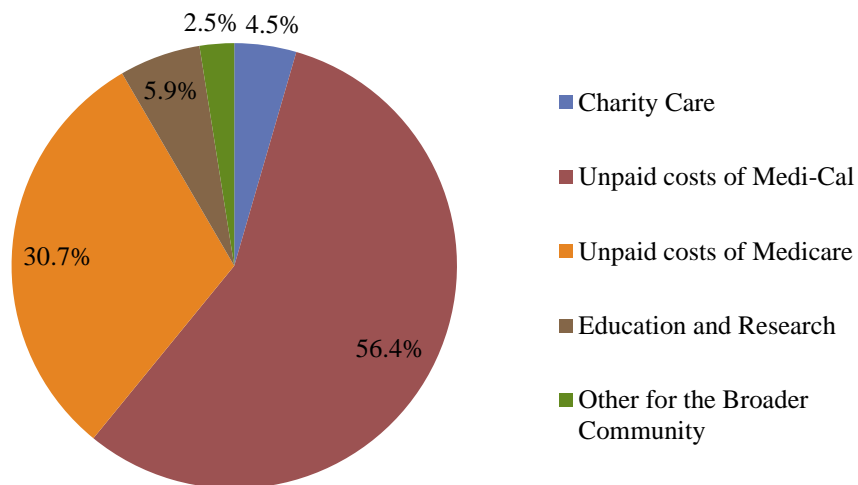
Workforce Development

- Orange Coast Memorial staff participated in a career fair at Fountain Valley High School to provide students with information about health care careers.
- Orange Coast Memorial staff served on mentor panels for high school students and served as 1:1 mentors for high school and college students.

Financial Summary of Community Benefit

Consolidated financials for Orange Coast Memorial Medical Center, Saddleback Memorial Medical Center, Long Beach Memorial, Miller Children's & Women's Hospital Long Beach and Community Hospital Long Beach

Community Benefit Categories	Net Benefit
CHARITY CARE ¹	\$9,043,000
UNPAID COSTS OF MEDI-CAL ²	\$113,997,000
OTHERS FOR THE ECONOMICALLY DISADVANTAGED ³	\$0
EDUCATION AND RESEARCH ⁴	\$12,009,000
OTHER FOR THE BROADER COMMUNITY ⁵	\$5,140,000
TOTAL COMMUNITY BENEFIT PROVIDED EXCLUDING UNPAID COSTS OF MEDICARE	\$14,189,000
UNPAID COSTS OF MEDICARE ²	\$62,079,000
TOTAL QUANTIFIABLE COMMUNITY BENEFIT	\$202,268,000



¹ Charity Care includes traditional charity care write-offs to eligible patients at reduced or no cost based on the individual patient's financial situation.

² Unpaid costs of public programs include the difference between costs to provide a service and the rate at which the hospital is reimbursed. Estimated costs are based on the overall hospital cost to charge ratio. This total includes the Hospital Provider Fees (HPF) paid to the State of California.

³ Includes other payors for which the hospital receives little or no reimbursement (County indigent).

⁴ Costs related to the medical education programs and medical research that the hospital sponsors.

⁵ Includes non-billed programs such as community health education, screenings, support groups, clinics and other self-help groups.

Community Benefit Plan FY2017

Orange Coast Memorial will continue to address the identified unmet health needs in our service area through our contributions of community benefit resources. The Community Benefit Oversight Committee provides leadership oversight for community benefit efforts, specifically program planning, implementation, and evaluation.

As a result of the 2016 Community Health Needs Assessment, priority health needs were identified that the hospital chose to address through its Implementation Strategy. For Orange Coast Memorial, selected community benefit efforts focus on increasing and supporting access to health care services through direct programs and partnerships with local community-based organizations. Our programs address the following priority health needs:

- Access to care
- Chronic disease
- Overweight and obesity
- Preventive practices

Community benefit efforts have a special focus on the Vietnamese and senior populations.

Addressing Health Needs

The Implementation Strategy developed from the 2016 Community Health Needs Assessment, spans the period of 2017-2019. Orange Coast Memorial will continue to meet the identified priority health needs through a commitment of resources with the following programs and services:

- Financial assistance
- Transportation support
- Community health education and health awareness events
- Senior outreach and advocacy
- Vietnamese outreach and advocacy
- Health and wellness fairs
- Health screenings
- Flu shot clinics
- Support groups
- Cash and in-kind donations to support identified needs

Measuring Impact

Orange Coast Memorial will monitor and evaluate the programs and activities outlined above. The hospital anticipates that the actions taken to address significant health needs will improve health knowledge, behaviors, and status; increase access to care; and help support good health. The hospital is committed to monitoring key initiatives to assess impact and has implemented a

system that tracks the implementation of the activities and documents the anticipated impact. Our reporting process includes the collection and documentation of tracking measures, such as the number of people reached/served, increases in knowledge or changes in behavior as a result of planned strategies, and collaborative efforts to address health needs. An evaluation of the impact of the hospital's actions to address these significant health needs will be reported in the next scheduled Community Health Needs Assessment.

Fostering Community Partnerships

We are committed to fostering partnerships with community based organizations, community clinics, government agencies, schools and school districts, the faith community, public health, and public safety agencies. Our community benefit plan includes maintaining current partnerships and exploring opportunities to engage with new partners. Appendix 1 is a partial list of our partners.

Appendix 1 – Community Partners

In order to help meet the needs of vulnerable individuals in the service area, Orange Coast Memorial collaborates with the following organizations (partial listing):

- American Cancer Society
- Boys & Girls Club of Huntington Valley
- City of Costa Mesa
- City of Fountain Valley
- City of Huntington Beach
- Colleges and universities
- Costa Mesa Senior Center
- Fountain Valley High School
- Fountain Valley Schools Foundation
- Fountain Valley Senior Center
- Fountain Valley Senior Expo
- Huntington Beach Council on Aging
- Local elementary, middle and high schools
- March of Dimes
- Nutrition and Physical Activity Cooperative of Orange County (NuPAC OC)
- Oka Elementary School
- Orange County Food Bank
- Orange County Transportation Authority
- Senior living communities
- SeniorServ
- Susan G. Komen Foundation
- Vietnamese American Cancer Foundation

Contact Information

Address of Hospital Campus

Orange Coast Memorial Medical Center
18111 Brookhurst Street
Fountain Valley, CA 92708

Web Address

<http://www.memorialcare.org/orange-coast-memorial>

Community Benefit Contact

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